

With Applied Cloud Services, Applied manages all hardware upgrades, software updates and system testing in dedicated Applied data centers, so you can dedicate more time to insurance business instead of technology administration.

The following information regarding maintenance periods for Applied data center hosted applications is provided for planning purposes only and is subject to change at Applied Systems's sole discretion. There may be times that maintenance is scheduled outside of these windows in order to maintain the performance, reliability, security and stability of the Applied cloud infrastructure.

This information applies to Applied TAM, Applied Epic, Applied DORIS, and Applied Vision.

We ask that you plan your agency management system data maintenance activities outside of the preferred Applied Systems maintenance windows.

In the event of planned maintenance that requires customer action in advance, Applied will communicate via email two weeks prior to the maintenance. Please note, if special system maintenance is required, customers may be notified less than one week in advance.

Maintenance activities are classified into two categories: System Maintenance and Release Maintenance.

### SYSTEM MAINTENANCE

System Maintenance is for sustaining the security, availability, and performance of the infrastructure supporting Applied Cloud Services. Whenever possible, and as maintenance is necessary, Applied will schedule system maintenance during the following preferred maintenance windows:

- > Saturday and Sunday: 12 to 6 a.m. CT
- > Monday through Friday: 12 to 4 a.m. CT

### RELEASE MAINTENANCE

Release Maintenance is used for upgrading Applied services to the latest product version to deliver enhanced features and functionality. Whenever possible, and as updates are released, Applied will schedule release maintenance during the following preferred maintenance windows:

- > Saturday and Sunday: 12 to 6 a.m. CT

Approximately two weeks prior to applying a major release update, notification is sent to Applied Community members who are registered to receive technical bulletins. The notification contains a link to the Release Notes document, describing new features and functionality. Final release reminders are communicated via email to technical bulletin subscribers approximately one week prior the upgrading instance.

Maintenance notifications are also posted on the System Status pages.

On the day of the major release update, customers will be notified via posts on the System Status page regarding the beginning and conclusion of the maintenance period.

Patch Releases and Special Releases are used to deliver scheduled and ad hoc application fixes and are typically seamless to customers. Whenever possible, patches and emergency releases are deployed in a regularly scheduled weekend maintenance period.

- > Saturday and Sunday: 12 to 6 a.m. CT

If you have any questions about your scheduled system maintenance, please call Customer Support: 800.999.6512. As always, thank you for choosing Applied as your technology partner.